

Nexo Access — Provider Vehicle Standard & Inspection Guide

v1.6 · verified 2026-08-27

This is a guide. It explains what Nexo Access looks for when we inspect a vehicle and what we recommend every provider keep on board. It is not legal advice and it does not replace any requirement set by your licensing authority, your jurisdiction, or a specific program contract. Requirements change; this guide is dated and maintained. When in doubt, the authority is the final word — contact information is listed at the end.
Verified as of: 2026-08-27.

Part A — Nexo vehicle standards

A1 · Vehicle basics

- Seating never exceeds the manufacturer's approved capacity (driver included).
- Operated within manufacturer's safe operating standards at all times.
- **Vehicle age:** Nexo's default standard is a model year within the last ten (10) years. Older vehicles may be considered case-by-case after an enhanced mechanical review. Program contracts in some jurisdictions set a hard age cap — we confirm at registration.
- Current registration, license plates secured and legible, plate light working.
- Current state inspection sticker and emissions pass documentation carried in the vehicle.
- No active dashboard warning lights (check engine, oil, brake). A vehicle showing one comes out of service until resolved.

A2 · Mechanical & exterior condition

- **Tires:** minimum tread **4/32" on the steer axle, 3/32" on all other positions**, measured in a major groove. No exposed belts, bulges, or missing lug nuts. Properly inflated. Spare or temporary tires are not acceptable as normal operating equipment.
- **Spare tire and jack as the vehicle was equipped by its manufacturer.** Vehicles designed without a spare (run-flats, inflator-kit models) are **not** required to add one — carry the manufacturer's repair/inflator kit instead, and we note the configuration at inspection. Aftermarket spare mounts on vehicles not designed for them are a safety risk, not a fix.
- **Windshield** free of cracks (minor chips under ~1" acceptable); wipers fully functional, blades intact; rear wiper (if fitted) works.
- **All exterior lighting** functional with intact lenses: head (low + high), brake, reverse, hazards, turn signals front and rear, plate light.
- **Mirrors:** interior mirror plus two exterior mirrors, crack-free, securely mounted.
- **Horn** works. **Parking brake** holds and releases cleanly.
- **Doors** all open, close, and lock; power doors have a manual pressure-release.
- **Windows** operate as designed, no cracks or unauthorized tint.
- **Body:** clean and professional. Bumpers intact. Small dents, scratches, and rust spots are acceptable **except at passenger entry points**; nothing that reads as an eyesore.

A3 · Interior condition & passenger comfort

- Clean floors, seats, and open compartments; no loose objects anywhere passengers ride.
- Upholstery free of rips, broken springs, protruding edges, or large stains.

- Headliner and wall panels intact — no sagging, nothing exposed or hanging.
- Anti-skid flooring; ribbing must not interfere with wheelchair movement.
- **Working A/C and heat** — comfortable for passengers in season, or the vehicle is out of service until fixed. Interior lights work. Odor-free (including heavy air fresheners).
- Ride quality free of vibration or noise that creates passenger discomfort.

A4 · Safety equipment (the in-vehicle kit)

Every vehicle carries, inspection-ready:

#	Item	Nexo standard
1	Fire extinguishers ×2	ABC type, mounted — one within the driver's reach, one in the rear — each with a current inspection tag
2	First-aid kits ×2	One front, one rear; stocked (bandages, gauze, tape, scissors, antiseptic wipes, ointment, gloves, eyewash); not expired
3	Spill kits ×2	One front, one rear; absorbent, gloves, hazardous-waste bags, scrub brush, disinfectant, deodorizer; not expired
4	Seat-belt cutter	Proper cutting tool mounted near the driver — scissors, razors, and knives are not acceptable
5	Seat-belt extensions ×2	Correct fit for the vehicle's buckles
6	Reflective triangles ×3	Portable, on stands. Flares are prohibited
7	Step stool	Heavy-duty, non-skid top and feet (reference spec ~8¼"H × 15"W × 14"D, four legs); secured away from aisles and doors in motion. Sedans: N/A
8	Flashlight	Working
9	Sanitary gloves	Supply on board
10	Ice scraper	Carried in winter months
11	Glove-box packet	Registration · insurance card · accident/incident procedures and blank forms · pre-inspection sheets
12	Communication	The driver's phone (or radio system) reaches dispatch — hands-free while driving, per law. A vehicle that can't reach dispatch is out of service

What is deliberately **not** here: navigation (drivers navigate by phone as a matter of doing the job at all — listing it inspects the obvious), tire chains (severe-weather days in the DMV are treated-road days or no-run days; chains on a passenger van add risk), and pager-era communication rules. Requirements written for a world before smartphones do not get copied forward.

Child safety seats are deliberately **not** standing vehicle equipment: the correct seat depends on each child's age and size, so a permanent one-size requirement manufactures violations instead of safety. When a trip includes a young child, the right seat for that child is arranged per trip, per law.

A5 · Signage & driver display

- **Exterior:** provider name, phone, and vehicle number **permanently displayed** on both front doors — letters ≥ 3 " in sharp contrast. **Magnetic signs are not permitted.** Operating-authority certificate info displayed where required (e.g., WMATC). If Nexa has issued a feedback decal for the program, display that decal on the rear.
- **Confidentiality rule (all jurisdictions):** nothing on the vehicle — words, marks, or the business name itself — may indicate that passengers are medical-program members. (Several states make this explicit; we apply it everywhere.)
- **Interior signs:** "All passengers must wear seat belts" · "No smoking, eating, or drinking" · provider name and phone posted.
- **Driver identification:** a company photo ID badge, worn during service and at inspection and presented on request, with uniform. Printed dashboard cards are not used — they go stale the moment drivers rotate; a badge travels with the driver and is always current.

A6 · Wheelchair-equipped vehicles (additional)

- Lift or ramp cycles fully and locks; ramps lay flat; electric lifts have a handrail, secured interior controls, a **parking-brake interlock**, an **emergency manual pump**, and reflective tape on skid plate and sides.
- Lift/ramp floor free of holes, cracks, and rust; non-skid surface.
- **Securement per position:** four floor restraints + lap belt + shoulder restraint, all compatible with the securement system.

A7 · Stretcher-equipped vehicles (additional)

- Mattress ≥ 3 " thick, non-porous surface.
- Three restraining straps (chest, hip, knee) **plus** an upper-torso restraint — all **metal-to-metal quick-release**, anchored to the floor.
- **Three-point stretcher anchorage** — front, center, rear.
- Oxygen-tank retention device installed.
- Clean spare linens, blankets, and pillows; sealed bag for soiled linen; disinfection supplies; waterless antiseptic hand wash.
- Entry and exit areas kept clear.

Part B — How a Nexa inspection works

- 1 **Before we arrive:** run the pre-inspection sheet yourself; confirm the vehicle appears on any required operating-authority active-vehicle list (e.g., **WMATC carrier list** for the DC metro area); have registration, insurance card, and the driver's license ready.
- 2 **Two kinds of items. Critical items** (safety-of-life and legal-operation): any single failure means the vehicle is not approved. **Standard items:** more than five deficiencies means the vehicle is not approved. Items that don't apply are marked N/A — every line gets an answer.
- 3 **Result:** Pass → inspection record issued and next inspection date set (**never more than one year out**; program contracts may require more frequent). Fail → deficiency list with exactly what to fix; re-inspection scheduled.
- 4 Nexa's full line-item inspection form mirrors this guide, section for section.

Part C — Incident & accident reporting (Nexo program)

Program terms are confirmed with each provider at registration, in writing.

- **Report timelines:** verbal report to Nexo dispatch **immediately** (injuries: within 3 hours); written report **by end of the next business day**; serious events (death, alleged abuse or neglect, serious injury, police/EMS involvement, missing person, hospitalization) **within 24 hours**.
- **Alleged abuse or neglect:** the involved staff member is removed from all member contact immediately; a supervisor certifies the removal in the report.
- **Notification matrix:** case manager · Nexo · family/guardian · nurse or physician · protective services · law enforcement (with report number) — as applicable, each logged with date and time.
- **How to file:** call Nexo dispatch immediately; complete the DOC-5 form the same day. Record the event category, what happened, photos, witnesses, notifications, and any police or EMS report number. **Keep a blank paper form in every glove box** so the report can be completed even when a device or connection is unavailable.

Part D — Who to contact (the authorities)

Jurisdiction	Authority	For
DC metro area (DC + suburban MD/VA)	WMATC — wmatc.gov	Covered trip patterns; confirm applicability and exemptions; active vehicle list when operating under a WMATC certificate
District of Columbia	DC DFHV / DLCP	Vehicle-for-hire and business licensing
Maryland	PSC + 24 local Medicaid transportation jurisdictions (PG & Montgomery also inside the WMATC district)	PSC is the usual state starting point; contracts and exemptions can change the path; local programs control their own participation requirements
Virginia	DMV operating-authority navigator	OA-151 is the Medicaid-only path; mixed and private operations follow a different DMV path; northern Virginia trip patterns can add WMATC

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